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One Washington Square + San José, CA 95192-0028

To apply for this position please fill out the [Student Computing Services Student Assistant Job Application](#).

**Position Title: Student Assistant - Student Computing Services: We are looking to hire student assistants to cover day, evening, and/or extended hours shifts (see 'Work Schedule' below)**

**Reporting Unit: Student Computing Services**

**Reporting Department: University Library**

**Reports To: Student Computing Services Coordinator**

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- **Must communicate with, and provide excellent customer service to, SJSU students, staff and faculty** who use SCS for access to technology and resources available through our services as well as provide basic use and safety instruction for all resources and equipment. Must be willing to participate and sometimes lead single session events, tutorial sessions and hands on labs to orient patrons with technology and resources we provide
- **Have proficiency with laptop and tablet computers as well as common consumer electronics and be able to explain basic use to patrons;** this includes Windows and Apple based laptops, PC's, Ipads mobile devices, digital cameras, projectors & auxiliary equipment such as chargers, adapters and other items. Duties will also include orienting patrons with the Sound Studio (recording studio equipment) and the KLEVR lab (Virtual and Augmented Reality) and use of locker based fulfillment systems. Training for these resources will be provided.
- **Maintain SCS equipment and resources;** Ensure all equipment is functioning properly, cleaned appropriately and available for use at all times. Accurately assess and report physical damage or other issues to SCS Coordinator and Library IT Helpdesk for maintenance. Keep SCS work areas clean and well organized with an emphasis on safety and long term maintenance of equipment and work areas.
- **Assess and address client issues and concerns;** MUST be able to communicate effectively and congenitally with clients (in person and over the phone) regarding equipment use, problem solving and reporting. Also includes making informed, useful suggestions, following directions, and providing directions and instructions. Must be able to escalate issues appropriately to the SCS Coordinator.
- **Troubleshoot and correct common problems with SCS equipment.** Perform minor repairs, periodic maintenance, and routine cleaning tasks. Includes ensuring functionality of items on return from Patron.
- **Perform routine and non-routine administrative office procedures,** including but not limited to: creating and editing Microsoft Word documents, Excel spreadsheets, printing and posting signage, restocking supplies, etc. May also include locating and recommending sources for equipment or repairs, assisting with other library functions such as USP desk services, and Media Services equipment maintenance as needed.

## **DESIRED OUTCOMES**

**Working for the library will gain you these valuable and relevant professional skills**

- Learn basic library fundamentals and resources
- Develop team building skills
- Apply a strong degree of individual judgement and initiative in the absence of a supervisor
- Gain expertise in creating training documentation and video tutorials
- Build knowledge of library operations and services
- Manage multiple priorities
- Adapt ways to improve service with new workflows and technology
- Build leadership abilities

## **QUALIFICATIONS:**

- Work Study student preferred (not required)
- Applicant must be a matriculated SJSJ student enrolled in at least 6 undergraduate or 4 graduate units
- International student applicant must be a matriculated SJSU student in at least 12 undergraduate or 9 graduate units, -or- enrolled in at least 6 units at SJSU and at least 6 units at another qualified institution during the same semester
- Excellent interpersonal and communication skills highly desired
- Working knowledge of English grammar, spelling and punctuation
- Previous customer service experience helpful
- Previous library experience helpful, but not required
- Moderate to advanced computer and consumer electronics skills
- Attention to detail and carefully following established procedures
- Commit to established schedule with minimum of absences (see Work Schedule section below)
- Employ effective independent judgement
- Maintain a professional appearance and demeanor

## **PHYSICAL REQUIREMENTS:**

- Be able to lift up to 25 pounds and transport materials on library carts

## **WORK SCHEDULE:**

- When filling out the student assistant job application, please indicate your availability to work based on the library's open hours as listed below ('Fall & Spring Library Open Hours').
- Please note that the library's open hours listed on the job application may be different from what is here.
- Daytime, evening and weekend shifts available

## **FALL & SPRING LIBRARY OPEN HOURS**

Sunday:	<b>1pm-5pm</b>
Monday:	<b>9am-6pm</b>
Tuesday:	<b>9am-6pm</b>
Wednesday:	<b>9am-6pm</b>
Thursday:	<b>9am-6pm</b>
Friday:	<b>9am-6pm</b>
Saturday:	<b>1pm-5pm</b>

**Desired Class Level: All class levels accepted**

**Major: All majors accepted**

**Initial hiring Salary: \$16.20 per hour**

Updated: January 10, 2022